

**Centers for Medicare & Medicaid Services
Medicare+Choice Risk Adjustment Public Meeting**

RESOURCE GUIDE

ABOUT THIS GUIDE

This Resource Guide is intended to help M+COs locate information specific to risk adjustment and data submission. The purpose of this Resource Guide is to identify resources that will simplify and clarify both the terminology and the processes related to risk adjustment data submission.

This Resource Guide is a helpful tool for M+COs that need a quick reference and for M+CO staff new to risk adjustment and the data submission process. Where possible and appropriate, “screen shots” of important resources on the web have been included. These pages may be utilized for M+CO in-house training efforts.

The sources of information listed in this guide are arranged in three sections:

- GLOSSARY OF ACRONYMS
- CMS (CENTERS FOR MEDICARE & MEDICAID SERVICES) RESOURCES
- CSSC (CUSTOMER SERVICE SUPPORT CENTER) RESOURCES

▪ **GENERALCONTACT INFORMATION**

CMS – <http://www.cms.hhs.gov>

The <http://www.hcfa.gov> web site is still operational. The cms.hhs.gov web site is also operational and will eventually replace the hcfa.gov web site.

CMS Contacts:

- Cynthia Tudor - ctudor@cms.hhs.gov
- Jeff Grant - jgrant1@cms.hhs.gov
- Bobbie Knickman - bknickman@cms.hhs.gov
- Jan Keys - jkeys@cms.hhs.gov

CSSC CALL CENTER – <http://www.mcoservice.com>

The CSSC web site provides “one-stop shopping” for M+COs’ risk adjustment data submission needs. Visit mcoservice.com to register for email updates from the CSSC. The updates will serve as notification that new or updated information has been added to the web site.

- 877-534-2772 (toll-free)
- mcoservice@palmettogba.com

For general questions about User Groups or training, email Aspen Systems at the encounterdata@aspensys.com email address.

GLOSSARY OF ACRONYMS

ACRONYM	TERM
ANSI	American National Standards Institute
ANSI X12 837	Variable Length File Format for Electronic Submission of Encounter Data
BBA	Balanced Budget Act
BBRA	Balanced Budget Refinement Act
BIPA	Benefits Improvement and Protection Act
CD	Code
CMS	Centers for Medicare & Medicaid Services
CSSC	Customer Service and Support Center
CWF	Common Working File
DCN	Document Control Number
DOS	Dates of Service
DRG	Diagnosis Related Group
DX	Diagnosis
EDFS	Encounter Data Front End System
EDI	Electronic Data Interchange
ERA	Electronic Remittance Advice
FI	Fiscal Intermediary
FFS	Fee-for-Service
FISS	Fiscal Intermediary Shared System
FTP	File Transfer Protocol
H#	Medicare+Choice Organization Contract Number
HCPCS	Health Care Financing Administration Common Procedure Coding System
HDC	HCFA (CMS) Data Center
HHS	Health and Human Services
HIC#	Health Insurance Claim Number
HIPAA	Health Insurance Portability and Accountability Act
HMO	Health Maintenance Organization
HPMS	Health Plan Management System
ICD-9-CM	International Classification of Diseases, Ninth Revision, Clinical Modification
ICN	Internal Claim Number
IP	Internet Protocol
JCL	Job Control Language
M+CO	Medicare + Choice Organization
MCE	Medicare Code Editor
MCS	Multi Carrier System
MDCN	Medicare Data Communications Network
MSG	Message
NCH	National Claims History
NDM	Network Data Mover
NPI	National Provider Identification
OPL	Operational Policy Letter
PGBA	Palmetto Government Benefits Administrators
PCN	Patient Control Number
PIP-DCG	Principal Inpatient Diagnostic Cost Group
RC	Reason Code
RPT	Report
RSP	Response
RT	Record Type
RTP	Return to Provider/Plan
SUB ID	Submitter ID
TOB	Type of Bill
RTP	Return to Provider
UB-92	Uniform Billing Form 92
UR	Utilization Review

CMS RESOURCES

■ CMS WEB SITE

Centers for Medicare & Medicaid Services

Consumers
Information on what health care programs and services are available to you and your family. [Find out more](#)

Professionals
Information for physicians and health care professionals, CMS contractors, states, tribal governments, IT organizations, partners and others. [Find out more](#)

Public Affairs
[Find out more](#)

[Home](#) | [About CMS](#) | [Frequently asked questions](#) | [Send feedback](#) | [Receive updates](#) | [Help](#) | [Sitemap](#)

Emergency Message from CMS Concerning Payment of Services
Because of the recent terrorist attack in the greater New York City, Washington D.C., and Pittsburgh metropolitan areas, we anticipate both an increased demand for emergency and other health care services, and a corresponding disruption to normal health care service delivery systems and networks. To facilitate necessary care and treatment caused by this disaster, CMS is here to do whatever it can to assure that all Medicare, Medicaid, SCHIP beneficiaries have access to the emergency or urgent care they need. [Read here for details.](#)

Medicare + Choice Nonrenewals for CY2002
Information is now available on Medicare + Choice Nonrenewals for CY2002. [Read here for details.](#)

New CMS Ruling on National or Local Coverage Determination Reviews
This Ruling states the CMS policy regarding the appropriate actions upon receipt of a complaint seeking review of a national or local coverage determination under section 522 of the Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000 (BIPA), Public Law 106-554. This policy becomes effective on September 31. [Read here for details.](#)

A New Name, A New Way
Secretary Thompson announces new Centers for Medicare & Medicaid Services (formerly HCFA) focused on improving beneficiary services and information. Secretary Thompson unveiled the new name for the federal agency that runs the Medicare and joint federal-state Medicaid programs—the Centers for Medicare & Medicaid Services. The new name reflects the increased emphasis at the Centers for Medicare & Medicaid Services on responsiveness to beneficiaries

Frequently Asked Questions
Have a question? The answer could be here

Contact Information
[CMS regional offices](#)
[Medicare](#)
[Medicaid](#)

■ CMS MEDICARE MANAGED CARE SITE

Medicare Managed Care Site Contents

NEW Medicare Managed Care Information

October 18, 2001
[Capacity Limits for 2001 & 2002](#)
[Employer Group Plans for Medicare Eligible Military Retirees](#)

October 11, 2001
[Letter from Bob Donnelly re: Manual Chapter 5 QISMC Stds & Guidelines revisions in Rich Text](#)

October 3, 2001
[Research on Plan Performance Indicators \(Rich Text or Adobe PDF\)](#)

October 1, 2001
[Revision of Payment Rates](#)

- [About this web site](#)
- [ACR Information](#)
- [Applications](#)
- [BBA](#)
- [Beneficiary Education](#)
- [Benefits Improvement & Protection Act of 2000 \(BIPA\)](#)
- [Benefit Packages](#)
- [Congestive Heart Failure](#)
- [Contracts](#)
- [Coverage Issues](#)
- [Deeming](#)
- [Election Period Changes for 2002 \(Lock-In\)](#)
- [Employer Groups](#)
- [Encounter Data](#)
- [Enrollment](#)
- [Enrollee Rights](#)
- [HCPCS](#)
- [Health Plan Management System \(HPMS\)](#)
- [HEDIS® 2001 Reporting Requirements](#)
- [Health Insurance Portability & Accountability Act of 1996 \(HIPAA\)](#)
- [Investigations and Sanctions](#)
- [M+CO Capacity Limit](#)
- [Medicare Managed Care Manual NEW](#)
- [Marketing](#)
- [Monitoring](#)
- [National Association of Insurance Commissioners \(NAIC\)](#)
- [Medicare Plan Non-Renewal Information](#)
- [Operational Policy Letters](#)
- [PACE](#)
- [Payment and Charges](#)
- [Performance Measures](#)
- [Physician Incentive Plan](#)
- [Private Fee-for-Service Plans](#)
- [Provider Contracting](#)
- [Quality](#)
- [Reports, Files, and Data](#)
- [Research Diagnostic Cost Group \(PDF Format - 770 KB\)](#)
- [Service Area](#)
- [Medicare Managed Care Systems](#)
- [Training Seminars](#)

- **CMS ENCOUNTER DATA WEB SITE**

The following list of documents relevant to the encounter data process can be found on the CMS web site at <http://www.hcfa.gov/medicare/encountr.htm>. The documents are listed chronologically beginning with the most recent additions. Information about User Group registration is found at this site.

- **CMS MEDICARE AND MEDICAID MANUALS**

CMS provides electronic versions of Program Manuals on the CMS web site at <http://www.hcfa.gov/pubforms/p2192toc.htm>. Publications are listed in numerical order by publication number.

- **CMS LETTERS TO M+COs**

Letters are mailed to M+COs and are posted for 30 days on the CMS web site at <http://www.hcfa.gov/medicare/mcoletters.htm>. The most current letters are listed below.

DATE	SUBJECT
12/14/2001	The Medicare+Choice User Fees for Fiscal Year (FY) 2002 r2002-userfee.rtf NL
12/11/2001	Instructions for Submission of Attestation Forms for Inpatient Encounter Data 01encounter.rtf NL
12/07/2001	Instructions for Corrections to 2002 Annual Notices of Change and Summaries of Benefits anocsb_corr.rtf NL
12/07/2001	Medigap Rights Triggered by December Special Election Period medigaprights.rtf NL
12/03/2001	Five Steps to Safer Health Care - Spanish Version cincorec.rtf L
11/27/2001	2002 Contract Memo mail2002.rtf NL
11/20/2001	Revised Monthly Membership Report for 2002 - Testing Process system1.rtf NL

- **MEDICARE & MEDICAID - 2001 PROGRAM MEMOS**

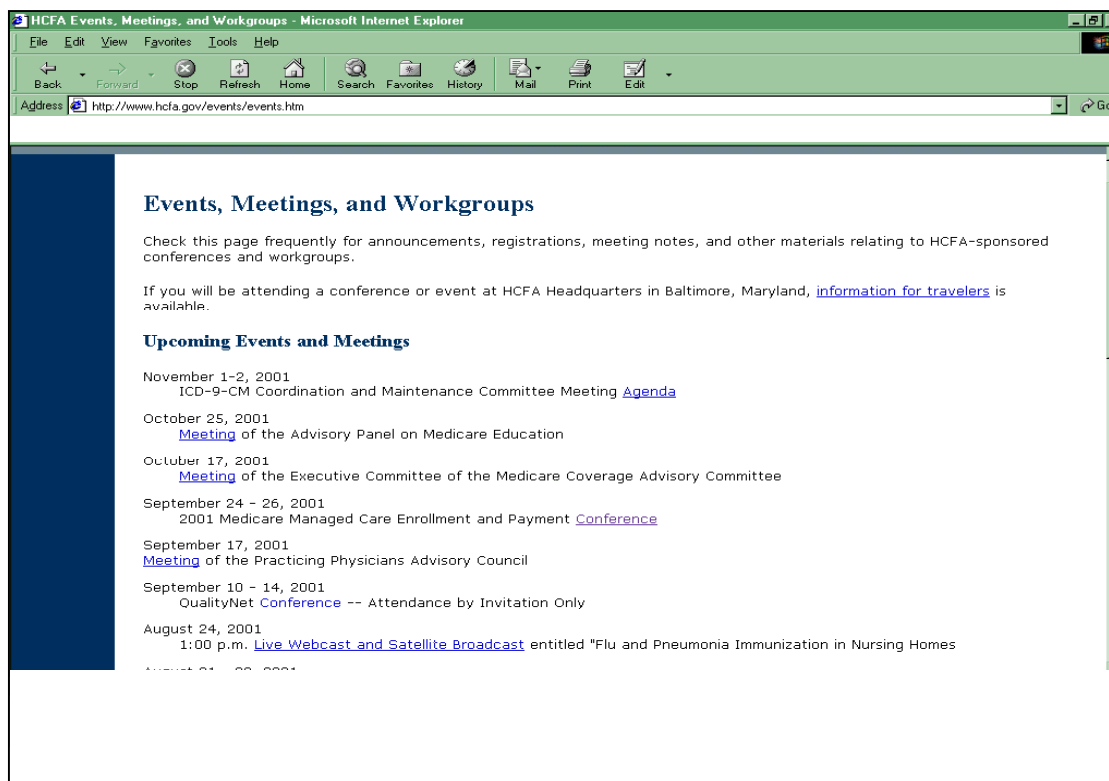
http://www.hcfa.gov/pubforms/transmit/memos/comm_date_dsc.htm

- **MEDICARE & MEDICAID - 2001 PROGRAM TRANSMITTALS**

http://www.hcfa.gov/pubforms/transmit/transmittals/comm_date_dsc.htm

- **CMS INDEX OF OPERATIONAL POLICY LETTERS - <http://www.hcfa.gov/medicare/index.htm>**

- **CMS EVENTS WEB SITE** - <http://www.hcfa.gov/events/events.htm>



- **CMS RISK ADJUSTMENT INFORMATION**
 - Medicare Managed Care Manual- Chapter 7 - Payments to Medicare + Choice (M+C) Organizations
 - Exhibit 5 - Diagnoses (DxGroups) included in each PIP - DCG for the payment model (Rev. 1, 07-02-01) - <http://www.hcfa.gov/pubforms/86%5Fmmc/mc86c07exhibit5.htm>
 - Balanced Budget Act Of 1997 - <http://www.hcfa.gov/regs/bbaupdat.htm>
 - Report to Congress: Proposed Method of Incorporating Health Status Risk Adjusters into Medicare+Choice Payments (March 1999, PDF Format, 163 pages) <http://www.hcfa.gov/research/rpt2cong.pdf>
 - Diagnostic Cost Group Hierarchical Condition Category Models for Medicare Risk Adjustment (December 2000, PDF Format, 293 pages) <http://www.hcfa.gov/research/dcg.pdf>
 - References:
 - *Health Care Financing Review*, Spring 2000, Volume 21, Number 3 (entire issue on risk adjustment)
 - Ash, A.S., Ellis, R.P., Pope, G.C., et al: Using Diagnoses to Describe Populations and Predict Costs. *Health Care Financing Review* 21(3):7-28, 2000.
 - Kronick, R., Gilmer, T., Dreyfus, T., & Lee, L.: Improving Health-Based Payment for Medicaid Beneficiaries: CDPS. *Health Care Financing Review* 21(3):29-64, 2000.

- Carter, G.M., Bell, R.M., Dubois, R.W., et al: A Clinically Detailed Risk Information System for Cost. *Health Care Financing Review* 21(3):65-91, 2000.
 - Weiner, J.P., Tucker, A.M., Collina, A.M., et al: The Development of a Risk-Adjusted Capitated Payment System: The Maryland Medicaid Model. *Journal of Ambulatory Care Management* 21(4):29-52, 1998.
 - Averill, R.F., Goldfield, N.I., Eisenhandler, J., et al: Development and Evaluation of Clinical Risk Groups (CRGs). 3M Health Information Systems, Wallingford, CT (for copies contact (203)949-0303).
- **RISK ADJUSTMENT DATA FILES, AND PROGRAMS ON THE CMS WEB SITE**
- PIP-DCG payment model software and data for 2002
[PIPPROGS2002.ZIP](#) (48K bytes) is ZIP file of the PIPDCG payment model software which expands into 3 files.
 1. PIPPROGS.TXT -- Documentation (revised November 29, 2001)
 2. PIPMODEL.TXT -- SAS Program Code (revised and updated January, 2001)
 3. FMTPROG2.TXT -- SAS Program Code (revised and updated January, 2001)
 - [ICD-DXG.EXE](#) (67K bytes) is a self-extracting ZIP file of the ICD and DXG crosswalks which expands into 2 comma delimited files. The extracted files are ready to be imported into spreadsheets.
 1. ICD2DXG.CSV -- Crosswalk sorted by ICD codes
 2. DXG2ICD.CSV -- Crosswalk sorted by DxGroups
 - [DXG-DCG.EXE](#) (5K bytes) is a self-extracting ZIP file of the ICD and DCG crosswalks which expands into 2 comma delimited files. The extracted files are ready to be imported into spreadsheets.
 1. DXG2DCG.CSV -- Crosswalk sorted by DxGroups
 2. DCG2DXG.CSV -- Crosswalk sorted by DCG categories
 - PIP-DCG payment model software and data for 2000 and 2001
[PIPPROGS.EXE](#) (25K bytes) is a self-extracting ZIP file of the PIPDCG payment model software which expands into 4 files.
 1. PIPPROGS.DOC -- Documentation
 2. PIPMODEL.TXT -- SAS Program Code (revised and updated March 1999)
 3. FMTPROG.TXT -- SAS Program Code
 4. FMTXWALK.TXT -- DATA
 - [ICD-DCG.EXE](#) (59K bytes) is a self-extracting ZIP file of the ICD and DCG crosswalks that expands into 2, comma-delimited files. The fields are separated by commas and text strings are enclosed in double quotes ("). The extracted files are ready to be imported into spreadsheets.
 1. ICD2DCG.TXT -- Crosswalk sorted by ICD codes
 2. DCG2ICD.TXT -- Crosswalk sorted by DCG codes
 - [AVGRISK.EXE](#) (45K bytes) is a self-extracting ZIP file of the estimated average county risk factors. The fields are separated by commas and text strings are enclosed in double quotes ("). The extracted file is ready to be imported into spreadsheets.
 - [Risk adjuster description](#) (January 15, 1999 45-day notice)

CSSC RESOURCES

▪ CSSC WEB SITE

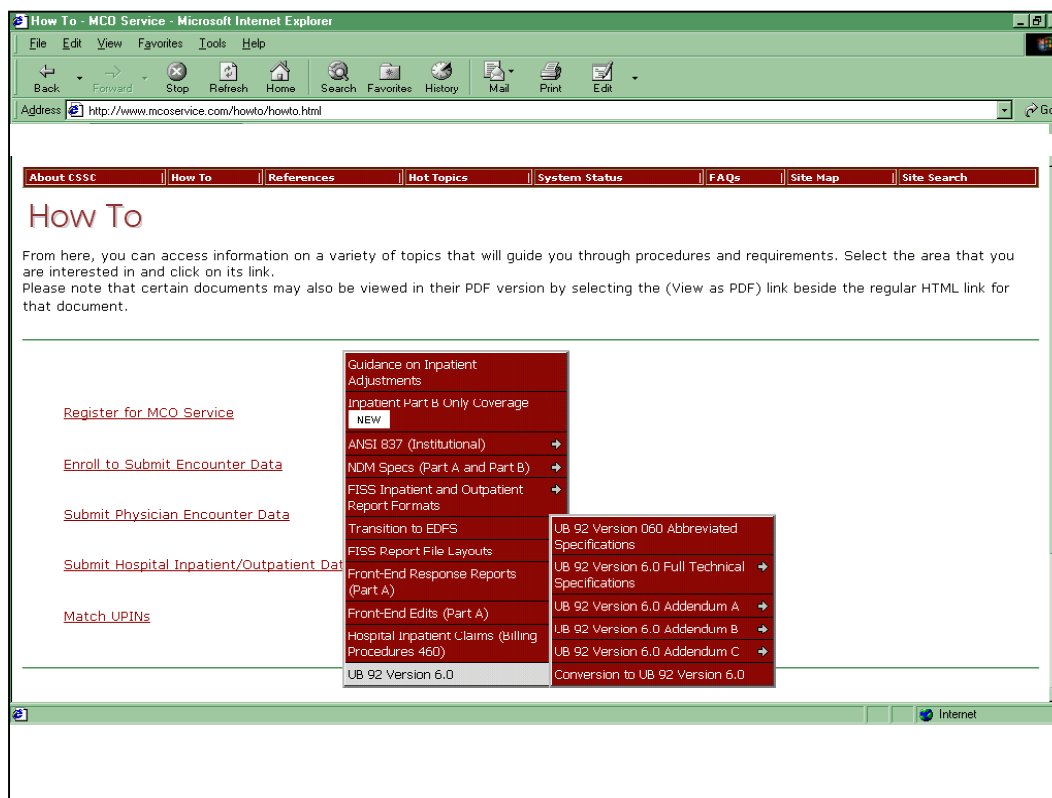
M+COs are encouraged to visit this web site frequently to monitor updates related to data submission.

Palmetto GBA was selected to establish and operate a centralized, national center to provide ongoing customer service and support to M+COs submitting electronic encounter data transactions and to analyze the information received during customer service and support tasks. The centralized, national center is called the Customer Support and Service Center (CSSC).

CSSC supports the successful processing of all encounter data transactions by providing timely, accurate and consistent responses, as well as analyzing inquiries from M+COs.

The primary objectives of the CSSC are to:

- reduce technology and personnel costs;
- standardize technology;
- use technology to streamline and improve encounter data transaction processing and inquiries;
- enhance the ability of M+COs to submit encounter data transactions;
- improve M+CO customer support activities;
- provide reference information regarding submittals and processing; and
- resolve M+CO inquiries regarding encounter data transaction submittals.

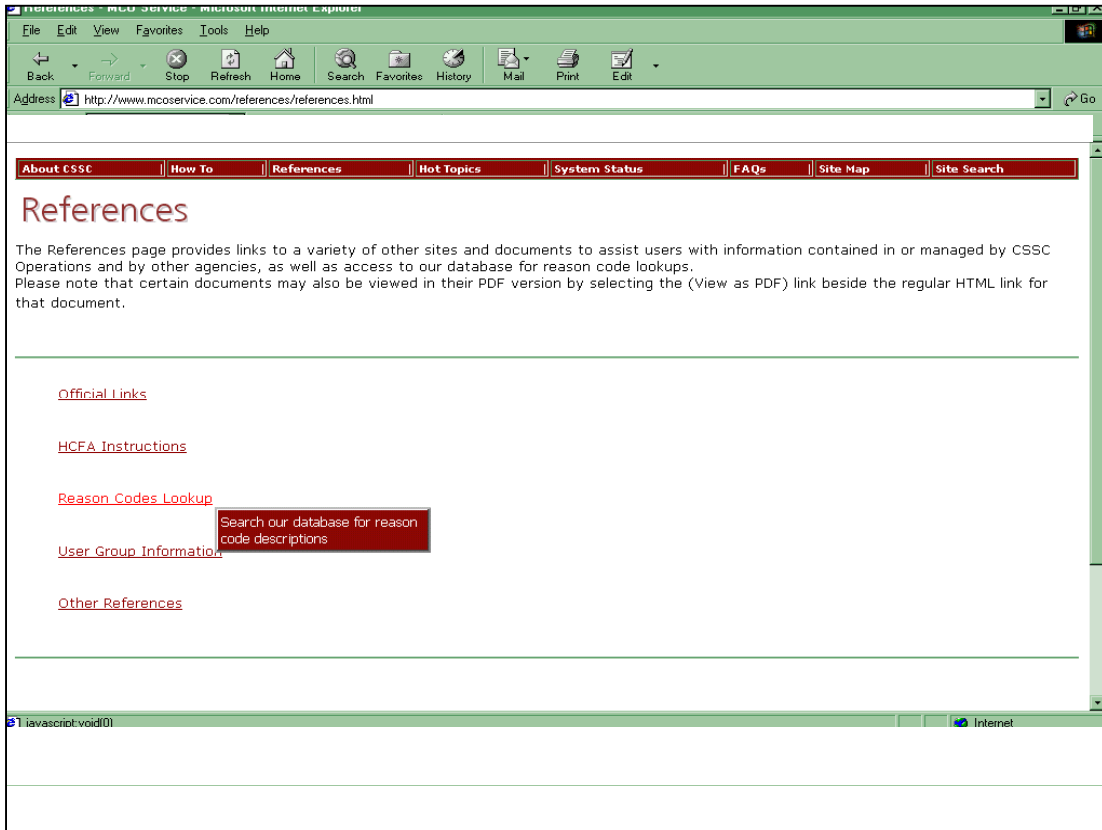


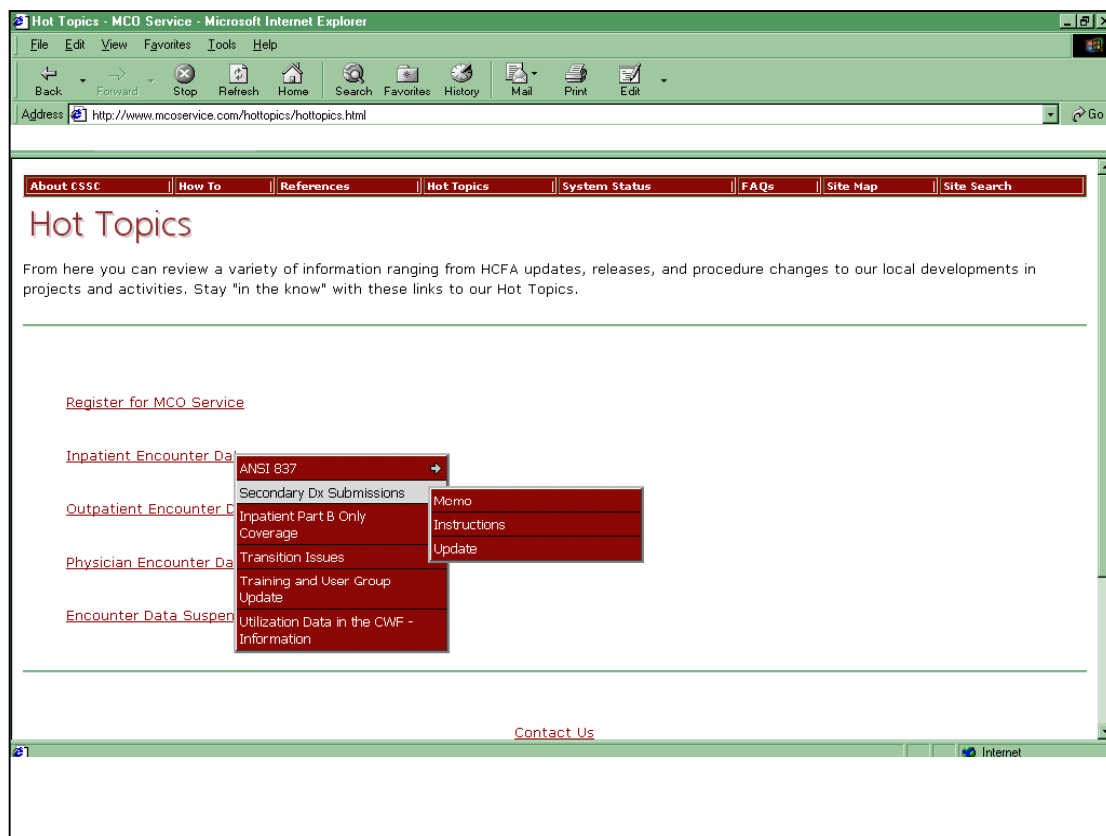
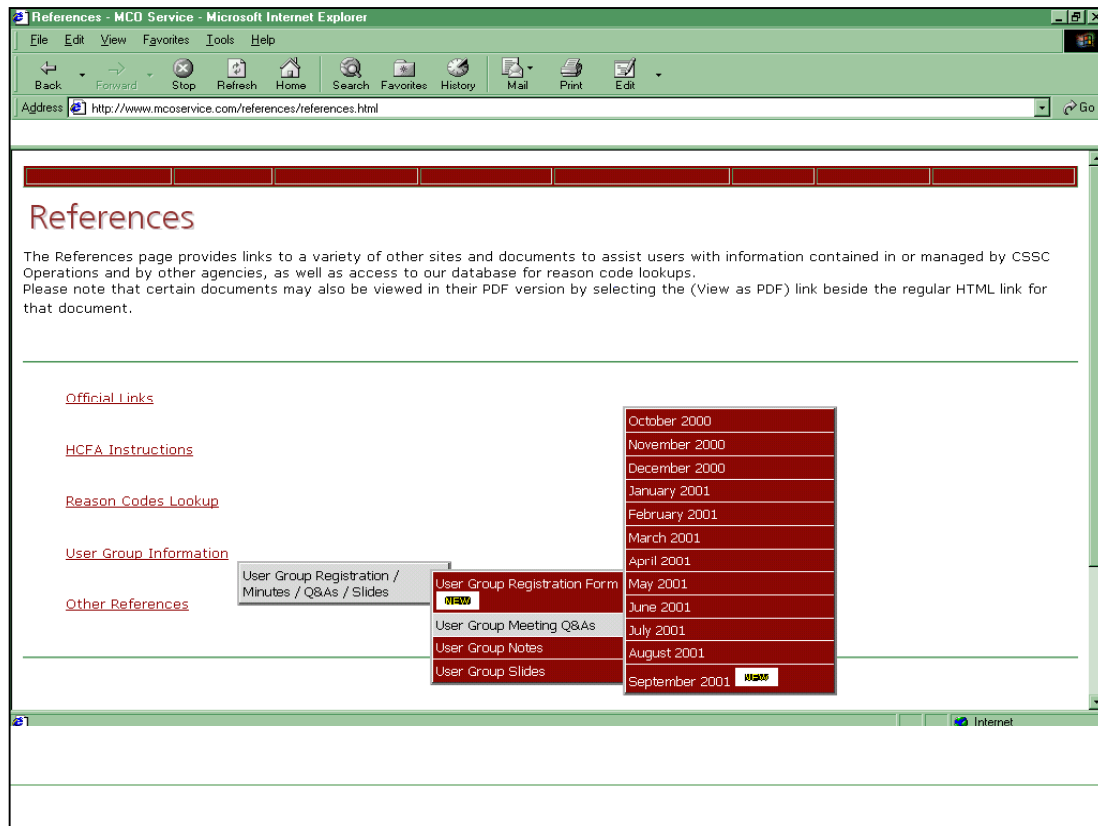
▪ REFERENCES

This CSSC web site link is of particular interest for M+CO staff new to the encounter data submission process.

The Reason Code Lookup Table is linked to the References web site, as shown on the next “screen shot”.

Back to Basics training materials can also be found on the References web site, under User Group Information.





This User Group Meeting Registration Form Can Be Completed Online at
<http://www.hcfa.gov/events/encugreg.htm>

**Centers for Medicare & Medicaid Services
Encounter Data Training
for Medicare+Choice Organizations**

NATIONAL ENCOUNTER DATA COMMUNITY USER GROUPS

Four National Encounter Data User Groups have been established by CMS as a forum for identification, discussion, and resolution of encounter data submission issues. User Groups are intended for participation by M+COs, Customer Service and Support Center (CSSC) staff, CMS staff, M+C industry association representatives, and other interested parties as approved by the CMS.

User Group Registration Form

HCFA Contract Number: H-		<input type="text"/>	(4 digits)
Organization Name: <input type="text"/>			
User Group Representative:			
Last Name:		<input type="text"/>	
First Name:		<input type="text"/>	
Title: <input type="text"/>			
Address: <input type="text"/>			
City: <input type="text"/>		State:	<input type="text"/>
Zip: <input type="text"/>			
Phone Number: <input type="text"/>		Fax: <input type="text"/>	
E-Mail Address: <input type="text"/> Example: name@host.com			
Indicate User Group Preference:			
Group #1: Monday <input type="text"/> G1-MON Tuesday <input type="text"/> G1-TUE Wednesday <input type="text"/> G1-WED Thursday <input type="text"/> G1-THU			
Group #2: Monday <input type="text"/> G2-MON Tuesday <input type="text"/> G2-TUE Wednesday <input type="text"/> G2-WED Thursday <input type="text"/> G2-THU			

WHY: The purpose of a National Encounter Data User Group is to discuss current issues related to submitting encounter data and to give CMS an opportunity to disseminate updates regarding the process for submitting encounter data.

WHO: User Groups are for M+COs and their staff, CSSC staff, CMS staff, and other interested parties as approved by CMS. ***Each organization is guaranteed one representative (per location) in one User Group*** - that is, there will be one designated representative per organization (in each location) who registers to participate in the meetings. However, more than

one participant may attend a User Group meeting at the location of a registered representative by using a speakerphone. If additional representatives, other than the designated representative, wish to appear on the quarterly User Group roster and receive regular User Group email notifications, they may email Aspen Systems at encounterdata@aspensys.com.

WHEN: To facilitate effective meetings, there will be four User Groups, with up to 50 users in each group. ***Each User Group will meet one day during a selected week of each month and the agenda will be identical for each day.*** Therefore, participants only need to attend one meeting per month. Meetings will occur Monday through Thursday as follows:

- February, 2002 - February 11-14
- March, 2002 - March 18-21
- April, 2002 - April 15-18
- May, 2002 - May 13-16
- June, 2002 - June 17-20
- July, 2002 - July 15-18

TIME: 2:00p.m. - 3:00p.m. Eastern Time

A confirmation will be sent to the designated representative from your organization to confirm the day of the week that your User Group will meet. You will meet on the same day of the week for all of the monthly meetings. If your organization's designated representative cannot attend a particular session, then a substitute may assume his/her spot for that session.

HOW: The User Group meetings will be conducted via teleconference. Instructions will be provided via email prior to each User Group meeting.

QUESTIONS? E-mail Aspen Systems: encounterdata@aspensys.com